

COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU

Departmental Quality Improvement Council Meeting

A G E N D A

March 10, 2014
9:00 – 10:30 a.m.
550 S. Vermont Ave., 2nd Floor Conference Room
Los Angeles, CA 90020

Naga Kasarabada, Ph.D., Chair

Carol Eisen, M.D., Co-Chair

I	9:00 - 9:05	Introductions & Review of Minutes	QIC Members
II	9:05 – 9:30	Parameters of Family Engagement & Inclusion for Adults	H. Ditko
III	9:30 – 9:45	SA QIC Project on Family Engagement & Inclusion for Adults	N. Kasarabada
IV	9:45 – 9:50	Clinical Quality Improvement ➤ OMD Report	C. Eisen
V	9:50 – 9:55	Cultural Competency Updates	S. Chang Ptasinski
VI	9:55 – 10:05	PRO	M. Hernandez
VII	10:05 – 10:15	Policy Update – Office of Compliance	C. Pham
VIII	10:15 – 10:30	QID Updates ➤ MHSIP 2013 Results ➤ FY 12-13 Change of Provider & Grievances/Appeals Report ➤ Medication Practices & COD Status Implementation Reports ➤ Test Calls 2013 Results ➤ QI Work Plan 2014	V. Joshi M. Crosby N. Kasarabada
		Announcements: Schedule meeting with SA QIC for EQRO Preparation	

Next Meeting
April 14, 2014
9:00 – 10:30 a.m.
550 S. Vermont Ave.
2nd Floor Conference Room
Los Angeles, CA 90020

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

Type of Meeting	Departmental Quality Improvement Council	Date:	March 10, 2014
Place	550 S. Vermont Ave., 2 nd Floor Conf. Rm.	Start Time:	9:00 a.m.
Chairperson	Naga Kasarabada, Ph.D.	End Time:	10:30 a.m.
Co-Chair Person	Carol Eisen, M.D./Karen Lee, M.D.		
Members Present	Alan Lert; Alyssa Bray; Aprill Baker; Randy Faveau; Bertrand Levesque; Cindy Pham; Debra Mahoney; Debi Berzon-Leitelt; Elisabeth Gildemontes; Elizabeth Owens; Gassia Ekizian; Jessica Wilkins; Karen Lee; Kimber Salvaggio; Kumar Menon; Leticia Ximenez; Lisa Harvey; Lupe Ayala; Maria Gonzalez; Martin Hernandez; Mary Ann O'Donnell; Mary Crosby; Marylouise Barrosniska; Michelle Munde; Michelle Rittel; Monika Johnson; Naga Kasarabada; Pamela Inaba; Sandra Chang-Ptasinski; Theodore Cannady; Vandana Joshi		
Excused/Absent Members	Angela Kahn; Ann Lee; Barbara Paradise; Carol Eisen; Chun Ma; Emilia Ramos; Kari Thompson; Leah Carroll; Michael Tredinnick; Misty Aranoff; Timothy Beyer;		
Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Call to Order & Introductions	The meeting was called to order at 9:00 a.m.	Introductions were made. Dr. Kasarabada introduced Ms. Helena Ditko from the office of Family Engagement and Pam Inaba, from the Los Angeles County Client Coalition who joined QIC as a new member.	N. Kasarabada
Review of Minutes	The February minutes were reviewed.	Minutes were reviewed and approved with the requested changes.	QIC Membership

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Parameters of Family Engagement & Inclusion for Adults	Ms. Ditko presented on Parameters 4.16 of Family Engagement and Inclusion for Adults. These parameters focus on family engagement of adult clients 18 and older. Clinician's should note that family engagement and inclusion with child clients and older adult clients may have different legal requirements and may entail additional special considerations.	Ms. Ditko is currently doing presentations at the SAAC meetings.	H. Ditko
SA QIC Project on Family Engagement & Inclusion for Adults	Dr. Kasarabada encouraged all members to focus on a possible SA QIC project in the area of family engagement. A meeting is to be scheduled with Dr. Kasarabada, Ms. Ditko, and the Office of Family Engagement to discuss further presentations at the SA QIC and a potential QI project and related outcomes.	If you are interested in having this presentation on your SA QIC, please contact Ms. Ditko. at hditko@dmh.lacounty.gov	N. Kasarabada
Clinical QI OMD Report	Dr. Lee reported on the parameters 3.10. Parameter 3.10 is for use of medication assisted treatment (MAT) in individuals with co-occurring substance use disorders. This parameter is implemented in the FSP program. IBHIS roll out #3 is scheduled for March 31 st and the programs are mostly in SA 1 and SA 2.		K. Lee
	Ms. O'Donnell reported on the Annual Medication Monitoring/ peer review. Currently OMD is analyzing a data sample from November of 2013 for clients who have received at least one anti-psychotic medication to determine if they have a Body Mass Index (BMI) recorded in the record in the preceding 12 months and an Outpatient Medication Review form that is updated with current medications and is dated during that same time period.		M. O'Donnell

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Cultural Competency Committee (CCC)	<p>The committee is currently working on revising the CCC Mission Statement. The purpose is to reflect the new direction of the committee. On February 18, the LGBTQ workgroup had the first meeting. It was very well attended. Members decided to meet every other month. The mission of the workgroup is to increase accessibility to LGBTQ populations. Kim Farham has been selected as the Co-Chair. At this time, CCC is recruiting for another co-chair.</p>	<p>Next Meeting: March 12, 2014. Next LGBTQ workgroup meeting will be held on April 23, at 10:00 am, at 695 15th Floor Small Conf. Rm. If you are interested in participating at the LGBTQ workgroup please contact Dr. Washington of the QID/ CC Unit. Goal and objectives to be discussed at next meeting. Dr. Ximenez invited all members to be part of the CCC committee meeting. If you are interested in attending the meeting please contact Dr. Ximenez at lximenez@dmh.lacounty.gov QIC members requested for a conference call/WebEx option for LGBTQ workgroup meetings and requested monthly meeting minutes and handouts of CCC meetings to be sent to them.</p>	<p>S. Chang Ptasinski</p> <p>L. Ximenez</p>
Patients' Rights Office (PRO)	<p>Mr. Hernandez encouraged all members to use the provider directory listed on the PSB-QID website. Mr. Hernandez emphasized that providers should not change the NOA forms to include their provider information. Please use the forms from the DMH web site.</p>	<p>NOA's in Spanish is ready. Currently in the process of revising pending NOA's, when final, it will go to the state for approval. Any changes made on the NOC will automatically update the provider directory.</p>	<p>M. Hernandez</p>
Policy Update – Office of Compliance	<p>Mr. Faveau from Compliance Office provided an update on policies and reviewed the handout. There was a request to explain levels (level 1 vs. level 2).</p>	<p>Any requested changes will be presented to Ms. Weigand, from Compliance Office. Dr. Kasarabada suggested inserting a footnote on the handout to define Level 1 and Level 2.</p>	<p>R. Faveau C. Pham</p>

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
QID Updates	<p>Dr. Joshi reported that QID Data unit is starting to analyze the 2013 MHSIP data and will have a draft report ready by mid-April. The data by Legal Entity will be made available once the data is analyzed for SA and provider information. Maps on County Outcome Measures are available on the PSB-QI website along with trend data for 3 years. We will be adding August 2013 data to the trend analysis of County Outcomes.</p> <p>Ms. Crosby reported briefly on the change of provider and the grievance and appeals reports. The change of provider report shows an increase in the reporting of change of provider request to PRO. Ms. Crosby thanked all volunteers and staff who participated on the Test Calls to ACCESS Center, findings of this study showed improvement in all areas compared to the previous year, 2012.</p> <p>QI Work Plan Goals and QI Evaluation report will be finalized by the end of this week and a brief overview will be presented at the next QIC meeting.</p>	<p>All final updates to 2013 Provider Directory are due to the provider directory mailbox by no later than 3/14/14. All provider information updates can be sent to ProviderDirecroy@dmh.lacounty.gov</p> <p>Reports will be available on the PSB-QID Website by March 12th.</p> <p>QI Work Plan and QI Evaluation report is one of the pre-review documents for EQRO.</p>	<p>V. Joshi</p> <p>M. Crosby</p> <p>N. Kasarabada</p>
Announcements:	Dr. Kasarabada is currently working very closely with SA 1 and SA 3 District Chiefs. EQRO requested a session with all SA District Chiefs. Dr. Kasarabada would like to meet with SA QIC chairs before the EQRO session. A conference call with all SA QIC Chairs and Dr. Kasarabada will be set up in the near future.		
Handouts:	<ul style="list-style-type: none"> ➤ Parameters of Family Engagement and Inclusion for Adults Power Point Presentation ➤ 4.16 Parameters of Family Engagement and Inclusion for Adults ➤ Policy Updates March 10, 2014 		
Next Meeting:	April 14, 2014		

Respectfully Submitted,

Naga Kasarabada, Ph.D.